

2004 Neighborhood Place Annual Report Summary



2004 Accomplishments

- Staff members were trained on Family Team Meetings, further instilling this strength-based method as our way of working with families as partners.
- Community Action Partnership piloted employment assistance—a critical resource for families—at three sites, with the goal of creating better linkages with employment services.
- Community Councils worked more closely with staff to identify needs and to connect with the community.
- Best practices of the Community Partnership for Protecting Children, Family to Family, and Comprehensive Family Services were integrated further into work with families.
- The Louisville Metro Office of Youth Development began assigning youth workers to each Neighborhood Place to work with Community Councils and to provide a much-needed resource.
- Healthy Start and HANDS nurses and paraprofessionals were stationed at all Neighborhood Places, providing home visitation services to new parents and their babies.
- Access to child-care assistance for working families was expanded, with Community Coordinated Child Care counselors present at five sites.
- Family Resource and Youth Services Centers increased collaboration, tripling the number of referrals to Neighborhood Places over the last year.
- Seven Counties prevention services were integrated into every Neighborhood Place as a resource to stave off substance abuse and mental health issues.

Working together to provide health, education, employment, and human services for children and families

Since 1993, Neighborhood Place has set a new standard for treating families with respect and coordinating public sector services to assist them. More than 500 staff members offer an array of health, education, employment, and human services designed to help families gain and sustain self-sufficiency. Community Councils, essential to Neighborhood Place, represent the needs of each community and make recommendations that keep services on track.

Partner agencies create a network of services, not in one central location, but in the neighborhoods and communities where families who need us live. The data we gather points us in the right direction—telling us where our services are needed and by whom. Health, education, employment, and human service professionals work together with families to find the best avenues to stability, safety, and self-sufficiency.

And families tell us this works. Over the years, their confidence—and satisfaction—have increased. This is because, at Neighborhood Place, respect for families is conveyed all the way from the first greeting at the front door to the time of case closure. Client satisfaction surveys consistently show that the most prominent sources of referrals to Neighborhood Place are friends, neighbors, and family members and that our clients would recommend Neighborhood Place to others who need help.

Top reasons families say they come to Neighborhood Place

- 56% Need food stamps or financial assistance
- 26% Have lost income and need help with rent or utilities
- 19% Need information about employment or new career
- 11% Want to learn about WIC (Women, Infants, and Children Nutrition Program)
- 11% Interested in applying for subsidized housing
- 10% Interested in applying for child-care assistance

(Note: Families could select more than one answer.)

Client Satisfaction Snapshot

	1999	2000	2001	2002	2003	2004
Easy to get to NP	90%	93%	93%	94%	97%	97%
Hours convenient	93%	92%	94%	96%	98%	95%
Lobby comfortable	93%	92%	95%	98%	99%	96%
Services explained	89%	90%	91%	90%	96%	97%
Input in decision-making	86%	88%	80%	87%	91%	90%
Would recommend NP	92%	95%	90%	97%	97%	98%
Annual average rating	91%	92%	91%	94%	96%	96%

Overall Six-Year Average Client Satisfaction Rating = 93%

Data

points us in the right direction to deliver services where they are needed.



Mission provides the framework.
Neighborhood Place works with communities in Louisville/Jefferson County, Kentucky, to provide blended and accessible health, education, employment, and human services that support children and families in their progress toward self-sufficiency.

- Principles** guide us.
- Improve access to services near where people live
 - Provide multiple services in one location
 - Build relationships to solve problems and strengthen responses
 - Make connections with people who live and work in neighborhoods
 - Recognize that collaboration occurs among people, not among institutions
 - Work together in teams that place the needs of families above agency or procedural concerns
 - Work with families as partners, using Family Team Meetings
 - Respect and value families from initial greeting to case closure
 - Involve neighborhood residents in decision making as members of Neighborhood Place Community Councils, the Managing Board, and other advisory groups
 - Recognize the diversity of communities served, as well as the diversity of service providers

- Goals** keep us on track.
- To improve economic self-sufficiency among families who receive Neighborhood Place services
 - To improve the health status of mothers and babies who receive Neighborhood Place services
 - To reduce violence within families who receive Neighborhood Place services
 - To improve the level of student participation in school among children who receive Neighborhood Place services
 - To provide citizens with timely access to an array of health, education, employment, and human services
 - To provide services that are coordinated
 - To work in concert with communities

- Services** address identified needs.
- Emergency financial assistance for food, rent/mortgage, and utilities
 - Food stamps and Medicaid
 - Clinic services and immunizations
 - WIC Nutrition Program
 - Kentucky Transitional Assistance Program/Temporary Assistance for Needy Families (KTAP/TANF)
 - Family intervention services
 - Child Protective Services
 - Child-care assistance
 - School social services and truancy referrals
 - Linkage to youth services
 - Resources for pregnant teens and first-time parents
 - Early intervention and prevention
 - Linkage to employment

Partnerships and people make it happen.

- Louisville Metro Government**
- Human Services
 - Office of Youth Development
 - Health Department

- Kentucky Cabinet for Health and Family Services**
- Family Support
 - Community Coordinated Child Care*
 - Protection and Permanency
 - Community Action Partnership*

- Jefferson County Public Schools**
- Family Resource Centers/Youth Services Centers
 - School social workers and program specialists
 - Assistant directors of Pupil Personnel
 - English as a Second Language intake

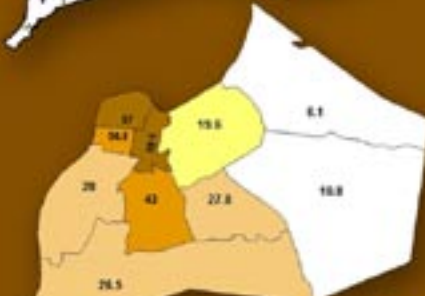
- Seven Counties Services, Inc.**
- Prevention
 - Jefferson Alcohol and Drug Abuse Center



Emergency Financial Assistance



Public School Absences



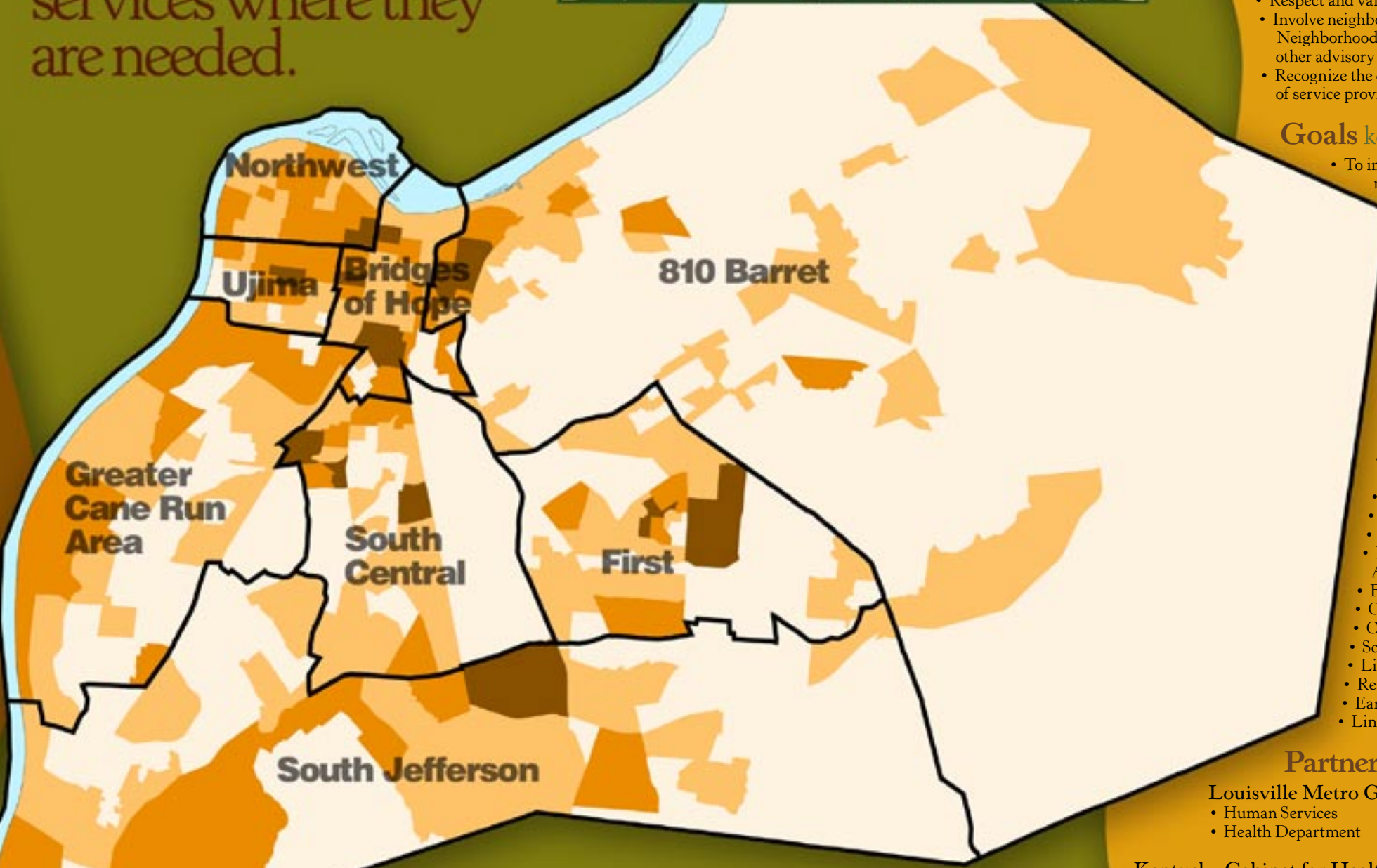
Instances of Physical Abuse to Children



Women, Infants, and Children (WIC) Nutrition Program



A Healthy Journey for Two Prevention Program



- 550–1,300 persons living in poverty
- 250–550 persons living in poverty
- 100–250 persons living in poverty
- Fewer than 100 persons living in poverty
- Neighborhood Place service area

For a full data report, complete with sources, log on to www.neighborhoodpl.org

* Under contract

Neighborhood Place Locations

Community Councils are composed of clients and people who live and work in the area.
These councils guide services, which are tailored to fit each Neighborhood Place.
Administrators assure that work is coordinated within each site and with the community.

First Neighborhood Place
at Thomas Jefferson Middle School
1503 Rangeland Road
962-3160
Administrator: Linda Chatmon
Council Chair: Shedrick Jones Sr.

Liberty High School (satellite site)
3307 East Indian Trail
962-5660

Newburg Family Health Clinic (satellite site)
4810 Exeter Avenue
458-0778

Neighborhood Place at 810 Barret
Urban Government Center
810 Barret Avenue
574-6638
Administrator: Georgia Turner
Council Chair: Chris Clements

South Jefferson Neighborhood Place
10200 Dixie Highway
363-1424
Administrator: Polly Mayer
Council Chair: Julie Moorman

Valley Traditional High School (satellite site)
10200 Dixie Highway
485-7310

Neighborhood Place Northwest
at Shawnee High School
4018 West Market Street
485-7230
Administrator: George Holmes
Council Chair: William LaFollette

Neighborhood Place Ujima at DuValle Education
Center
3610 Bohne Avenue
485-6710
Administrator: Sterling Neal
Council Chair: James Dixon

Neighborhood Place of the Greater Cane Run Area
3410 Lees Lane
485-6810
Administrator: Woody Miller
Council Chair: Felicia Hankins

Neighborhood Place South Central
4255 Hazelwood Avenue
485-7130
Administrator: Nancy Lasky
Council Chair: Pastor Rolf Ruegg

Neighborhood Place Bridges of Hope
Family Investment Center
1411 Algonquin Parkway
634-6050
Administrator: Donna Morton
Council Chair: Steve Bogus

L & N Building (satellite site)
908 West Broadway
595-4575

To learn which Neighborhood Place is nearest you, visit **www.neighborhoodpl.org** and type in your address.
The full Neighborhood Place 2004 Data Report also can be found on the Web site.